



# **HUD 9910**

## **Performance Review Process Pilot Program**



# **HUD 9910 Performance Review Process Pilot Program**

**Please call: 866-254-5934**

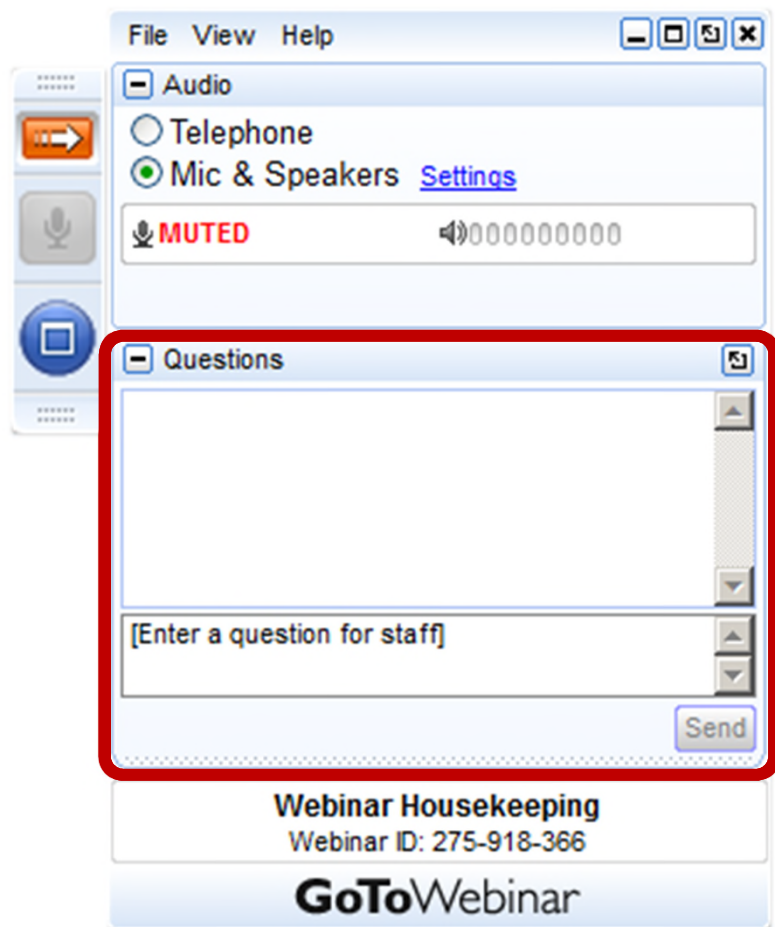
**Participant Access Code: 330903**

**to join the conference call portion of the webinar**

# Webinar Logistics:

- Audio is being recorded. It will be available along with the PowerPoint at [www.hud.gov/housingcounseling](http://www.hud.gov/housingcounseling).
- Attendee lines will muted during presentation.
- We will not be taking questions during the webinar but we do want you to ask them.

# GoToWebinar: Ask Questions



## Your Participation

Please submit your text questions and comments using the Questions Panel.

You can also send questions and comments to

[housing.counseling@hud.gov](mailto:housing.counseling@hud.gov)

**Note:** Today's presentation is being recorded and will be provided within 48 hours. The replay information will be sent out via ListServ.

# Brief Survey

- Please complete the brief survey at the end of this session.
- Your responses will help OHC better plan and present our webinars.

# Certificate of Training

- You will receive a “thank you for attending” email from GoToWebinar.
- The email will say it is your certificate of training.
- Print out and save the email for your records.

# Opening Remarks

## Ms. Cheryl Appline

Director, Office of Oversight and Accountability  
Office of Housing Counseling

# Presenters

## **Kisha Wright**

New York HUD Office  
Office of Oversight and Accountability

## **Anita Olson**

Minneapolis HUD Office  
Office of Oversight and Accountability

## **Ben Detterman**

Denver HUD Office  
Office of Policy and Grant Administration



# Pilot Program Agenda

- First Look at the newly formatted HUD 9910
  - Approved by Office of Management and Budget
- Pilot Implementation Date: July 2014
- Review of Changes to Form HUD 9910
- Review of Changes to the Performance Review Process for Multi State Organizations, Local Housing Counseling Agencies, sub grantees and Housing Finance Agencies

# Newly formatted Performance Review Form HUD 9910

## Why did HUD change the Form?

- Results of stakeholder feedback
- To develop a more effective/consistent/streamlined process for the counseling agency and HUD which provides effectiveness, reducing the time and cost burden, and a lasting compliance impact
- Form has three Parts: Part A, B, and C that is more sensitive to stakeholder resources and capacity. The form will be signed by the Agency Executive Director (Self certification)
- To eliminate duplicative efforts during every performance review
- The HUD 9910 becomes a living document that only needs updating as the agency changes its requirements.

# New Performance Review Form HUD 9910

## What are the major changes with HUD 9910?

- Form will be sent to the agency 60 days prior to review
  - There may be some extenuating circumstances
- Agency will complete Parts B, and C if applicable
- Agency will self certify the answers to the questions
- The on-site or desk review time will be reduced
- Agency will completely understand all compliance requirements
- HUD 9910 becomes a living document only needing attention to update information areas.

# New Formatted/Streamlined Performance Review form HUD 9910

## What was the process for implementing the new 9910?

- Dialogue with stakeholders to obtain input
- Test cases were conducted to determine success. The entire performance review process was tested and included on-site and desk reviews of LHCA, subs/affiliates, and SHFAs
- Moved through the Paperwork Reduction Act (PRA) process
- Creation of a new OHC Standard Operating Procedure manual for reviewers.

# New Performance Review Process

## Specific Changes to the performance reviews

- New HUD 9910, self certification form
- A one time completion of the HUD 9910
- Streamlined performance review process
- Test cases show a time reduction of up to 50% for the agency and HUD
- Consistent correspondence, desk guide and procedures
- Creates a process of complete understanding regarding all HUD compliance requirements.

# New FORM HUD 9910

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
10	Agency Name:														HCS ID Number:			
11	Address:																	
12	Name of Parent Agency, if Applicable:														Parent ID Number, if Applicable			
13	Reviewer(s)														Review Date:			
14	<input type="checkbox"/> Onsite Review										<input type="checkbox"/> Desk Review							
15	<b>INSTRUCTIONS:</b> Use this form to record the results of the Performance Review. Check the "Yes," "No" or "N/A" box for each applicable question.																	
16	<b>TO SUPPORT ANSWERS, PROVIDE DETAILED COMMENTS AND DOCUMENTATION, IF APPLICABLE.</b> Housing Counseling Agencies are responsible for the requirements outlined in Parts A and B, and C, if applicable. Housing Counseling Agencies and HUD Reviewers are recommended to review Handbook 7610.1 REV 5, 24 CFR Part 214, and information on HUD's Website at: <a href="http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/hcc/hcc_home">http://portal.hud.gov/hudportal/HUD?src=/program_offices/housing/sfh/hcc/hcc_home</a> , in support of the most current legislative and programmatic requirements for the Department's Housing Counseling Program.																	
17	PART A – Complete by HUD Reviewer(s)																	
18	PART B – Complete by Housing Counseling Agency, self-certified by Representative of the Housing Counseling Agency																	
19	PART C – Complete by Housing Counseling Agency, self-certified by Representative of the Housing Counseling Agency, (if applicable).																	
20	Part A – Complete by HUD Reviewer(s)																	

# New Form HUD 9910, continued

## GENERAL COMMENTS SECTION:

Note: The self-certifications in Parts B and C (if applicable) are to be signed by a Representative of the Housing Counseling Agency authorized by the Agency executive board, or equivalent, to make such representations and certifications on behalf the Agency. By signing below, the Agency's authorized representative hereby certifies that all responses and information provided, and submissions made for Parts B and C (if applicable) are true and correct. HUD may elect to change the status of a HUD-approved or Participating Agency's status to inactive. HUD may exercise its discretion to change an agency's status as a result of information obtained by HUD, or at the agency's request.

Name: Representative of the Housing Counseling Agency Please Print			Title: Representative of the Housing Counseling Agency Please Print	
Telephone Number: XXX-XX-XXXX			Email:	
Original Signature:			Date: Month/day/year	

# Next Steps

- The Office of Housing Counseling will be gathering comments from agencies, which participate in a Performance Review, between July 2014 through December 2014.
- OHC will review all comments received through [housing.counseling @hud.gov](mailto:housing.counseling@hud.gov)
- A OHC Performance Review team has been created to monitor and modify the program based on comments/suggestions.



# Concluding Remarks

## Ms. Cheryl Appline

Director, Office of Oversight and Accountability  
Office of Housing Counseling

Thank You!